

Customer Service Report for SCB

For the period: Friday, May 01, 2009 12:00:00 AM to Sunday, May 31, 2009 11:59:59 PM



	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	SCB	Web	Other	DCS	SCB	Other	DCS	SCB	Other	To Close
Accounts											
Edit Account	1	0	0	0	0	0	0	0	1	0	5
Password Reset	0	0	0	1	0	0	0	0	1	0	10
Register/Open	1	0	0	1	0	1	0	0	1	0	1
Helix Support											
Apps/Molecular Modeling	1	0	0	0	0	0	0	0	1	0	5
Apps/Other	2	0	0	0	0	0	0	0	2	0	10
Info/Biowulf	1	0	0	0	0	0	0	0	1	0	7
Info/General	1	0	0	0	0	0	0	0	1	0	10
Quota/Restore	3	0	0	0	0	0	0	0	3	0	4
Grand Total:	10	0	0	2	0	1	0	0	11	0	6

Total Tickets Closed:	11
Total Tickets Assigned/Pending/Checked Out:	1
Total Tickets Created:	12